

# MICHAEL KAYANO

Torrance, California • mnkayano@outlook.com • (310) 508 7064

## EDUCATION

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**California State University, Long Beach (CSULB)****Expected Graduation: May 2023**

Bachelor of Science in Business Administration

**GPA: 3.7**

Concentration: Management Information Systems

**Relevant Coursework:** Business Application Programming, Database Management, Systems Analysis and Design**El Camino College, Torrance (ECC)****Graduated: June 2021**

Associate of Science in Computer Information Systems

**GPA: 3.8****Relevant Coursework:** Object Oriented Programming, Data Structures**Google Data Analytics Certification, Issued by Coursera****Issue Date : April 2023**

## EXPERIENCE

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**Technology Professional Intern, County of Los Angeles, CA****March 2023-Present**

- Contributed to social media analytics and reporting efforts with the use of SQL and Tableau and helped improve the company's online presence.
- Provided hardware and software support to end-users in a help desk and community-based environment, ensuring exceptional service delivery.
- Installed, configured, maintained, and tested computer hardware, software, and peripheral equipment, and developed software applications and interfaces to support business needs.

**Cashier and Boba Tea Maker, Cafe Pruvia, Gardena, CA****May 2021-May 2022**

- Provided excellent customer service, resulting in positive customer feedback and repeat business.
- Developed efficient communication channels with teammates, resulting in a smoother and more productive work environment.
- Educated customers about menu items and prepared drinks with speed and consistency.

**Store Manager, Tapioca and Pho, Gardena, CA****April 2018-March 2020**

- Managed inventory and reduced waste by 15% through accurate forecasting and ordering.
- Analyzed monthly sales data to create and execute a marketing strategy that resulted in a 10% increase in customer traffic.
- Developed and implemented an employee training program that improved team morale and reduced turnover rates.

## SKILLS

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- Analyzing data using SQL
  - Python
  - Working with Microsoft Excel for data analysis
  - Creating data visualizations using Tableau
  - R Programming